



Solicitation Information
December 3, 2013

RFI# 7541366

TITLE: Rhode Island Veterans Home - Automated Pharmacy Services

Submission Deadline: January 9, 2014 @ 10:00 AM (ET)

Questions concerning this solicitation must be received by the Division of Purchases at david.francis@purchasing.ri.gov no later than December 13, 2013 @ 10:00 AM (ET). Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

David J. Francis

Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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1.0 INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Human Services (DHS), is soliciting response from qualified firms to explore the implementation of a computerized pharmacy system solution to the pharmacy department of the Rhode Island Veterans Home.

This is a Request for Information (RFI). No award will be made as a result of this solicitation.

1.1 INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFI carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. The State invites feedback from the community on any questions posed in this RFI. Please note it is not a requirement to answer all questions.
3. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFI are solicited.
4. This is a Request for Information (RFI), and as such no award will be made as a result of this solicitation.
5. All costs associated with developing or submitting responses to this RFI, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for any costs.
6. Responses misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. Respondents are advised that all materials submitted to the State for consideration in response to this RFI will not be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island. The responses may only be released for inspection upon RFI once an award of a subsequent procurement has been made, as long as the release will not place the State at a competitive disadvantage in its sole discretion.
8. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFI.

9. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
10. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
11. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

2.0 Request for Information

This RFI outlines the type of information being solicited from potential respondents and includes guidelines for content and format of responses.

2.1 REQUIREMENTS AND DEADLINES FOR QUESTIONS AND RESPONSES

2.1.1 QUESTIONS

Questions concerning this RFI may be e-mailed to the Division of Purchases at david.francis@purchasing.ri.gov no later than the date and time indicated on page one of this RFI. Please reference RFI # 7541366 on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this RFI. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties regarding this RFI should be attempted.** Responses to this RFI should be submitted on or before the date listed on the cover page.. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases may not be considered.

2.1.2 RESPONSES

Submit one (1) original and two (2) copies, and one electronic copy of responses by the date and time stated on page one of this RFI. Submissions should be single spaced on 8 ½” by 11” pages with 1” margins using Times Roman 12 font.

Responses (an original plus two (2) copies/one electronic copy) must be mailed or hand-delivered in a sealed envelope marked “**RFI# 7541366 Rhode Island Veterans Home - Automated Pharmacy Services**” to:

RI Department of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Responses received after the above-referenced due date and time will not be considered. Responses misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered.

Responses faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

Based on the responses, Rhode Island may invite a vendor to present their approach and demonstrate their technical solution.

2.2 Purpose of this Request for Information

RI is currently considering various system and platform options as it seeks to provide a computerized pharmacy solution for the pharmacy department of the Rhode Island Veterans Home.

The purpose of this RFI is to collect information and insight from interested parties about the strengths and limitations of various pharmacy system alternatives and platform options and to obtain recommendations for any alternative opportunities and/or approaches.

2.3 Background

The RIVH pharmacy system provides critical functions which are needed for patient treatment and care. The current Pharmacy System was installed as part of a suite of modules provided by ADL Data Systems in 1995. Other modules implemented at that time included Registration, Accounts Receivable, and Billing. The entire suite was installed on an IBM RS/6000 AIX server. In late 2011, this legacy system was upgraded to the ADL Long Term Care (LTC) system with the following installed components:

- ADT (admission, discharge, transfer)
- Care Planning
- MDS (minimum data set)
- Financial.

ADL did not offer a Pharmacy module with its new LTC system since their target market of LTC facilities typically does not provide in-house pharmacy service. There currently is no installed CPOE functionality.

Throughout the RIVH, there are approximately sixty PC's (Windows XP and Windows 7) of which about 20 are currently using the legacy Pharmacy system. Total number of pharmacy users (pharmacists and technicians) is estimated at 10. In addition to the pharmacy workstations, approximately 20 additional non-pharmacy users will need access to the system.

Thin clients and PC workstations connect to the ADL Data Systems Optimum Series application and databases on servers remotely located in the Enterprise operations center in Warwick, RI. There are two network connections currently available: one T1 at 1.544 Mbps and a separate Cable connection at 10.0 Mbps.

There are approximately 50 new orders per day and approximately 4000 orders (new and refills) per month. The average number of medications per patient is estimated to be 10 to 12 per resident plus PRN orders.

The residents may be in different financial status categories. One is Aid and Attendance (AA). This is financial need based and also based on whether an individual needs skilled nursing care. This is a VA categorization and eligibility is also determined by the VA. If a resident is

categorized as AA, then all meds are 100% reimbursed by the VA. As of 1/31/13 there were 107 residents classified as AA.

Service Oriented is also a VA category. If a resident is classified as Service Oriented, then the VA determines level of reimbursement which may range from 10% to 100%. As of 1/31/2013, there were 11 Service Oriented residents that could be reimbursed at 70% or greater.

VA is the only entity billed. No bills for reimbursement are currently sent to private insurers (i.e. Silverscript, Humana) or to CMS.

2.4 Project Overview

The primary goal for RIVH is to implement a modern, upgraded non-retail pharmacy system solution that will be interfaced with the existing ADL OptimumSeries LTC system.

Key functional objectives of the planned pharmacy system include the following:

- HL7 interfaces that will allow sharing of data with the installed ADL Optimum Series system. As a minimum interfaces must be provided for ADT and Orders.
- Fully featured, customizable reporting and query capability preferably with a diverse portfolio of built-in reports.
- Billing and financial functions that support billing with the Veterans Administration, private billing, insurers, Medicare, and other 3rd party billing relationship. They must support pricing updates from McKesson as the pharmaceutical primary vendor for the Department of Veteran Affairs. Billing by ward, unit or facility is required.
- Full integration with an easily updated medical reference database.
- Provision for alerts on potential drug interactions, allergies, etc.
- Fully integrated security. Access must be authorized by role (administration, pharmacist, doctor, technician, et.al) with different permissions (read, write, view, change, etc.) assignable to each role. Database changes, additions and deletions must be logged for full audit control and research.
- Full notification of all potential drug interactions and allergies. Specifically, the system should provide an efficient process for handling Adverse Drug Reaction reporting, notification and management. Allergy alerts should be automatic and prominent.
- Support for telephone order processing. Ideally this should track and verify the prescribing physician, the attending provider and authorizing physician. It should provide system notification/alert if the telephone order has not been authorized within 24 hours.
- Ability to interface with automated medication dispensing devices (such as Pyxis and Talyst) and support Bar Coding technology.
- Compliance with all required administrative and regulatory policies (HIPAA, FTI, and PII)

- Ideally, the system would also include the ability to accept, track and maintain non-medication orders such as dietary, restraints, and treatments.

In addition to these functional objectives, training will be a requirement. It should assure that users are fully capable of performing all operational functions and that designated administrators are capable of configuring and managing all administrative functions.

RI is currently considering various platforms which can support a pharmacy solution capable of delivering these functions:

1. Locally Hosted Commercial Off the Shelf Software - This is an on-premise solution in which the application would be purchased along with standard renewable maintenance. It would run on the state's facilities in a VMWare Windows 2008 Server Active Directory environment using SAN storage. It would have contracted vendor support for system monitoring, maintenance, remedial fixes, database updates and software upgrades. Access could be browser based, client/server or via remote desktop.
2. Remotely Hosted Software - The application would be purchased but would be remotely hosted. Access would be web-based. This scenario would require fully managed services including but not limited to system updates, monitoring, technical support, firewall services, anti-virus protection.
3. Cloud- Based or SaaS (Software as a Service) - This would be a software delivery model in which the pharmacy functionality is offered as a service and software and associated data are centrally hosted on the cloud by a qualified pharmacy system vendor.

RI is requesting information from interested parties about the strengths, limitations and potential cost of possible pharmacy system solutions and associated platforms. RI also seeks recommendations for any alternative opportunities and/or approaches.

RI appreciates the effort that is required for this response and looks forward to a successful pharmacy solution implementation.

3.0 Content of Response

The following outline is intended to minimize the effort of the respondent and structure the response for ease of analysis. The listed questions can be used to guide responses; please note that an answer to each question is not required. Concise responses are appreciated.

Section 1 Vendor Profile

- Please provide a brief description of your organization. Please be sure to include your organization's interest in this project
- Please describe your experience with configuring, deploying and supporting each of the applicable options including the number of customers/installations.
- Please be sure to include your organization's interest in this project.

Section 2 Application Evaluation

- Please provide a description of your pharmacy system offerings and how they might fulfill the core pharmacy functions listed above.
- Describe how your system might manage non-medication orders such as dietary, restraints, and treatments.
- Please describe the number and type of HL7 interfaces needed to support your pharmacy system solution in the RIVH ADL Optimum Series environment. Also describe how you assure smooth and effective testing and implementation of these interfaces.
- Please describe recommended or typical application implementation/deployment scenarios and time frames.
- Please describe your training programs, offerings and services, such as on-site sessions, Web-based, etc. and typical costs associated.

Section 3 Platform Evaluation

- Given the three platform options RI has identified, please describe those you are capable of delivering. Please address the following as appropriate for each option:
 - Long term sustainability
 - Support
 - Access Security
 - Data Security
 - Backup/Recovery
 - Availability
 - Remote Access
 - Relative Performance
 - Hardware requirements
 - Network requirements

Section 3 Challenges, Issues and Risks

- Please outline any challenges, issues, precautions, weaknesses, etc. that might characterize these choices.
- Please identify associated risks.

Section 4 Cost Assessment

- Please provide estimated or typical costs of all options.

Section 5 Timeline

- Please provide a proposed project timeline for your recommended approach.

Section 6 Addenda

Please provide any additional concepts, thoughts and advice relevant to the objective of the RFI. Please share other information you feel the state should take into consideration.

Disclaimer

This Request for Information is solely for information and planning purposes and does not constitute a Request for Proposal. All materials submitted to the State for consideration in response to this RFI will not be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island. The responses may only be released for inspection upon RFI once an award of a subsequent procurement has been made, as long as the release will not place the State at a competitive disadvantage in its sole discretion. Responses to the RFI cannot be accepted by the State to form a binding contract. Responses to the RFI will not be returned. Respondents are solely responsible for all expenses associated with replying to this RFI.